

I am a Video Relay Service user and use this service for teleconferences, one to one meetings and business. Since VRS came out and it was a godsend. VRS is not like when they first started and the hours are very short also the quality has decreased over time. Please try to understand this is a very important communication tool and without this feature I will be out of business.

Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. Research is very important, because sometimes we see choppy video while we use VRS. If we can get clear, smooth transmission, this would save us a lot of time because this would reduce unnecessary repetition and misunderstanding.

Thank you

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